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ABSTRACT

A five-year plan for the Salt Lake County Library System is presented to meet the complex needs of patrons and to comply with American Library Association's "Minimum Standards for Public Library Systems" (1966). A new main library building is planned to house the main collection, and enlarged nonprint collection, and audiovisual and conference facilities. A general building design for future branches shows them compact and economical. Drive-in stations, parked at shopping centers, would house small collections; older mobile units would be converted into permanent branches; and minibookmobiles would service those without transportation, institutionalized patrons, and young children. Minilibraries, deposit collections, and a Mail-A-Book Service would extend the reach of the library into outlying areas. To provide adequate staffing additional paraprofessionals would be hired. Top priority is given to broadening the library collection. New financing for the library system is to be provided by an increase in the library mill levy. (KC)

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5-YEAR PLAN

FOR DEVELOPMENT OF LIBRARY SERVICES

IN

SALT LAKE COUNTY

1973-1977

PREPARED BY

GUY SCHUURMAN, DIRECTOR

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SALT LAKE COUNTY LIBRARY SYSTEM

December 1972

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I. INTRODUCTION

The function of a modern public library was very well expressed by a newscaster who said:

> "Today's libraries are much more than books alone. They are also art reproductions, music recordings, language aids, motion pictures, microfilms, meeting rooms for discussion groups . . . . They are beehives of activity . . . . busy humming market places of ideas where the fields of interest are not narrowed to the educational or the cultural, but limitless as the span of man's own consciousness: a veritable treasure chest of facts and follies . . . . a kind of intellectual service station . . . ."[1]

To develop the Salt Lake County Library System into "beehives of activity" and to achieve its maximum usefulness to its community is the goal and theme of this 5-year Plan. It not only presents a plan for action, but also evaluates present services, and recommends new standards for the future. The recommendations contained in the plan hopefully will give board members, county officials, staff members, and the public a clear insight and understanding in creating a public library system that will meet the needs of today's and tomorrow's society in Salt Lake County.

II. STRUCTURE OF LIBRARY SERVICE

Public officials, board members, and librarians "have the responsibility for providing access to full library services through a suitable and effective structure." Everyday library needs of patrons must be met at the community library level. More specialized needs should be provided through a main (headquarters) library which acts as the reference, resource, and bibliographic center for the entire system.

Minimum Standards for Public Library System, 1966 states:

(A) **"Headquarters units of library systems, open to every resident of a natural region, should make available the essential resources and personnel of modern library service.**

(1) The headquarters unit may be the main unit of a county library.

(2) The headquarters unit supplies a comprehensive collection of book and nonbook library materials to cover the general as well as special interests in its area.

(3) The headquarters unit provides professional personnel (coordinators) for reference and reader's advisory assistance to adults, children, and young people; individual and group reading aid; audio-visual services; and personnel specially trained for subjects of specialized interest to the region or to meet the needs of special groups, e. g. the undereducated, handicapped, homebound.

(4) The headquarters unit makes available the necessary supporting and bibliographic information, or access thereto, to locate facts and specialized resources in the area, the state, and the nation.

(B) **A community library should be easily accessible to every user, connecting him with the total resources of his area, and the nation.**

(1) The community library, as the unit in the library system closest to the reader, may be a branch, a bookmobile, trailer, or other mobile unit serving a number of communities; in remote or more isolated areas, direct mail service from an appropriate service center.

(2) The community library should have sufficient resources to provide the most frequently requested materials from its own collection.

(3) The community library should be easy to reach and use.

(4) The community library should be part of a system of libraries with which it has a clear and official relationship."[2]

With this general introduction to the structure of library service, the reader should be better equipped to understand the more specific needs of the Salt Lake County Library System as outlined in the next chapter.

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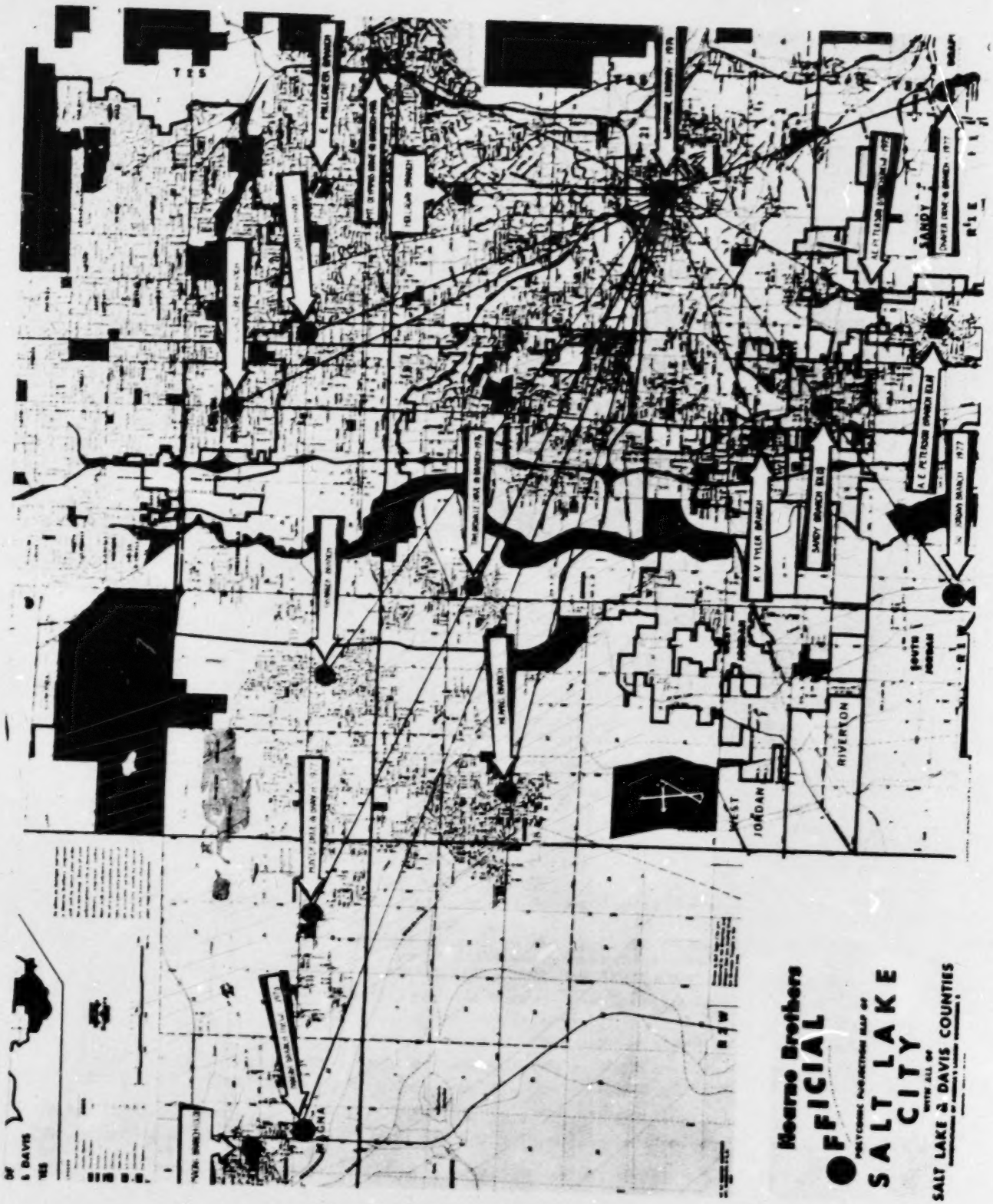
1 Joseph L. Wheeler and Herbert Goldhor. **Practical Administration of Public Libraries** (Harper Row, c1962), p. 4

2 **Minimum Standards for Public Library Systems, 1966** (A.L.A., 1967), pp. 16, 17, 18



Present and Proposed Service Units

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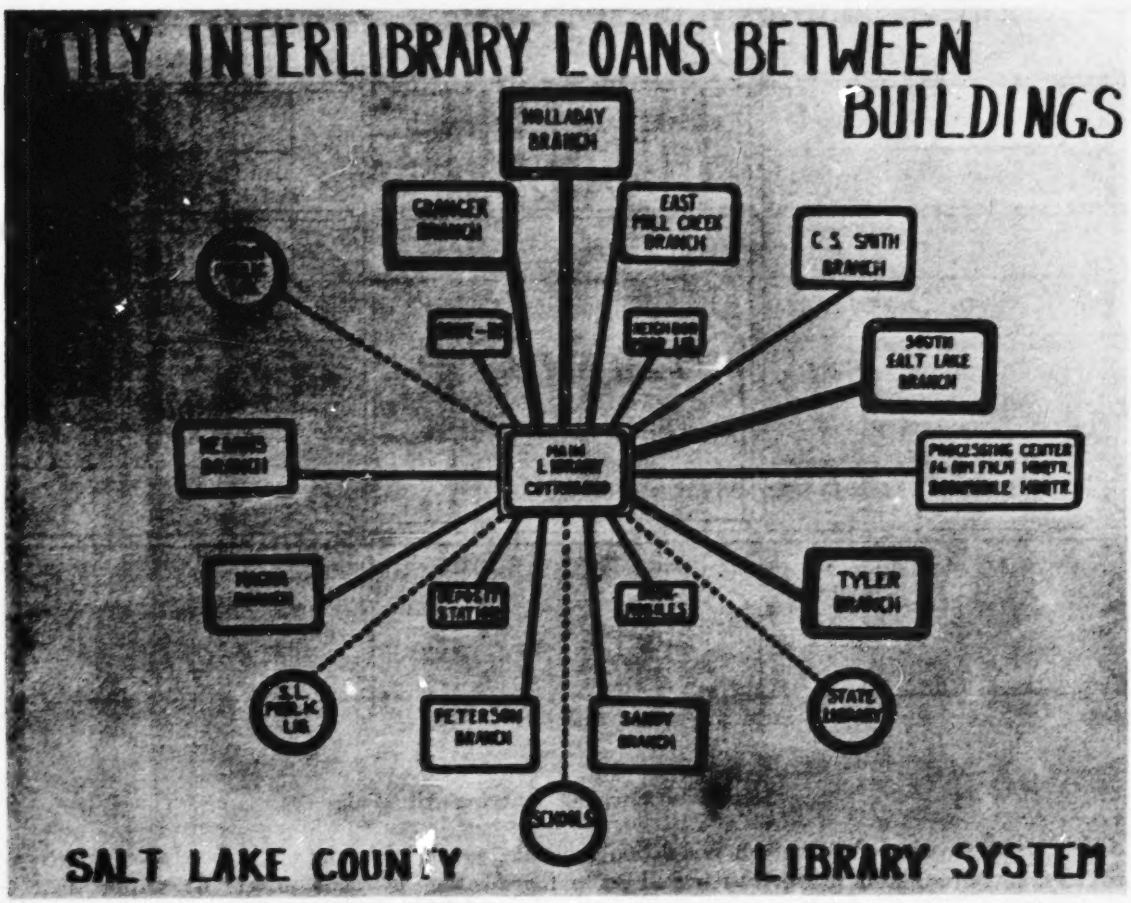
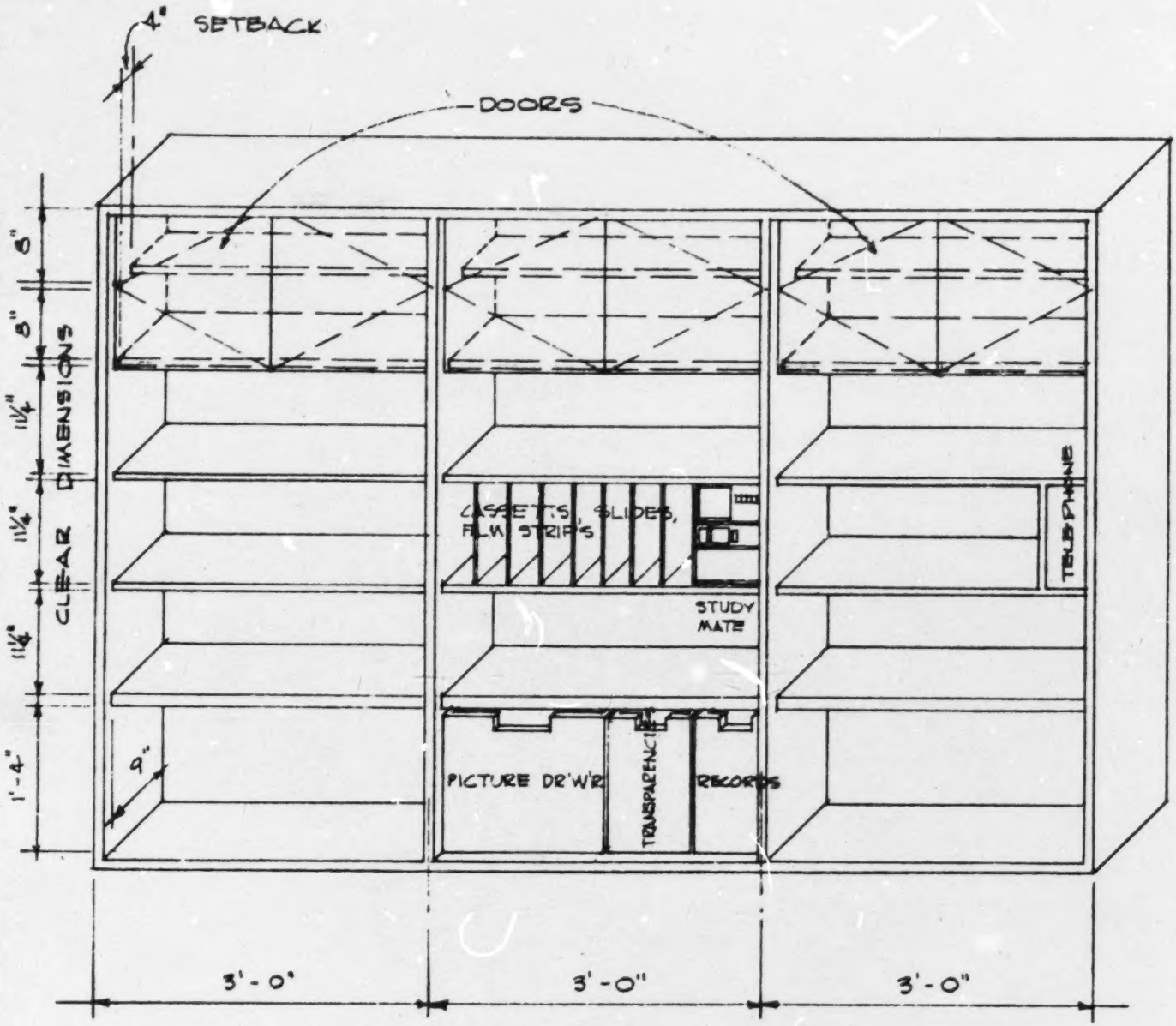
III. COUNTY LIBRARY SYSTEM

As none of the branches in the Salt Lake County Library System are equipped to give specialized service, it is recommended that the new Whitmore Library act as a reference, resource, and bibliographic center for the entire system. It will not only be the main unit of the library system, housing a comprehensive collection of print and nonprint materials, but it will also serve the Cottonwood Heights area as a community library.



Daily delivery service from the Whitmore Library to all county branches, Salt Lake City Public Library, Murray Public Library, and the Utah State Library Commission will create a network of reference, interlibrary loan, and resource services that will meet nearly all of the needs of library patrons living in the service area. 16 mm sound films housed at headquarters (Midvale) will continue to be shipped on a daily basis to all branches and libraries in the Salt Lake valley.

Organization of the Whitmore Library will be different in many aspects from the traditional branch library in the system.



Section of Shelving Housing All Media

It is recommended that all non-fiction (juvenile, young adult and adult) be shelved together in one section. Patrons seem to enjoy having all books together on the same subject no matter what the reading level may be. It is also recommended that all non-print materials be housed and intershelved with the print materials. This arrangement again will give patrons access to all resources on a given subject in the same general area. The main floor also should contain children and young adult areas housing picture books, fiction, and other popular materials; a production center containing typing, copying, (opaque and overhead projection, photostatic), dry-mounting and laminating facilities; organ and piano rooms for trying out sheet music or for general practice; television rooms for closed circuit, cable, educational T.V. and video cassettes; conference rooms for discussion groups or concentrated study; and other specialized sections such as a business section, art and music section, etc. The lower level should provide a computer room for future computer control of information retrieval, book buying, circulation, production of book catalogs and bibliographies, etc.; an auditorium and classroom for special library programs; and a variety of staff areas for general and specialized functions. (See floor plans on pages 5 & 6)

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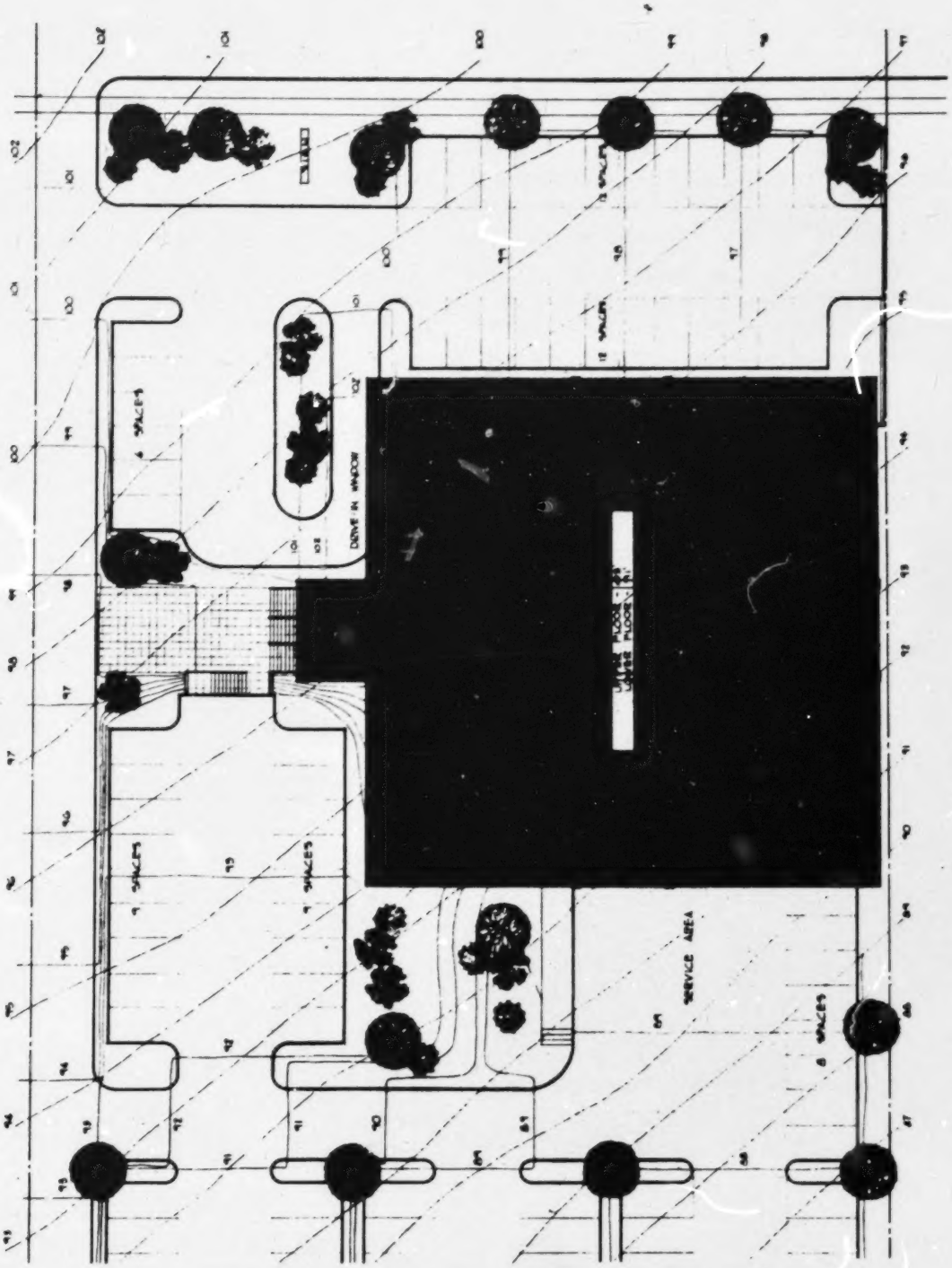

Whitmore Library — Site Plan

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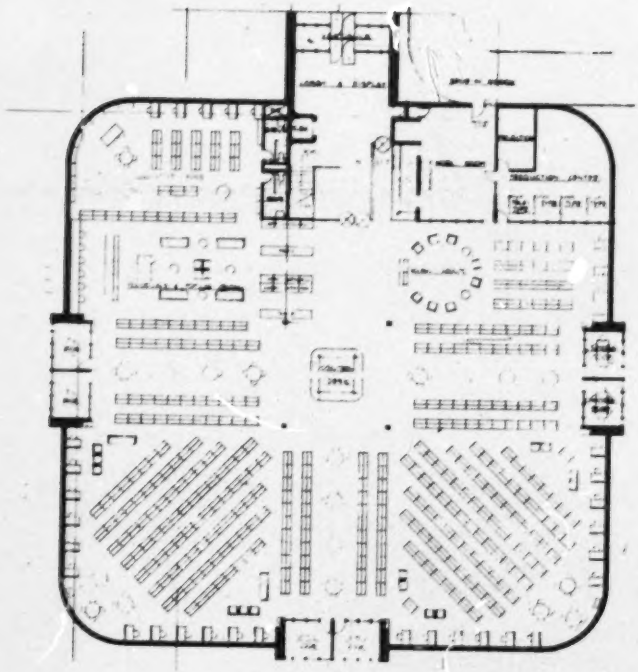
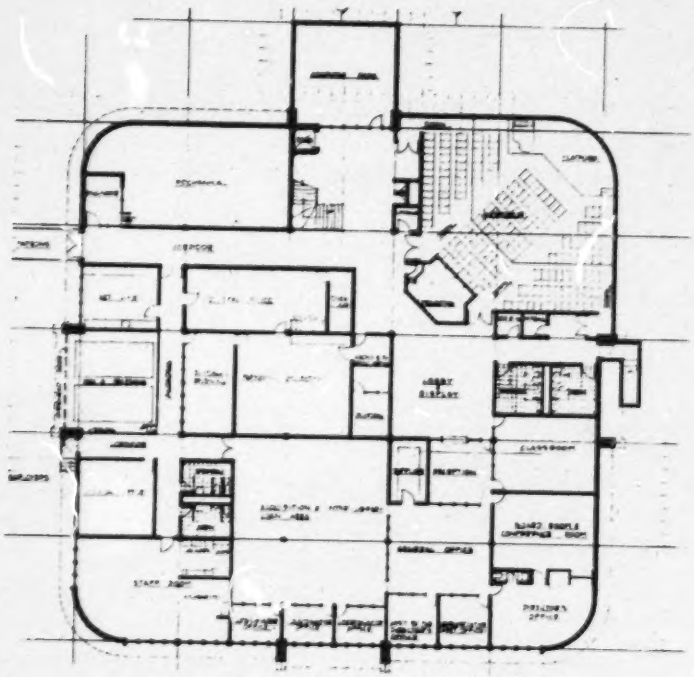


Whitmore Library — Upper Level



Whitmore Library — Lower Level

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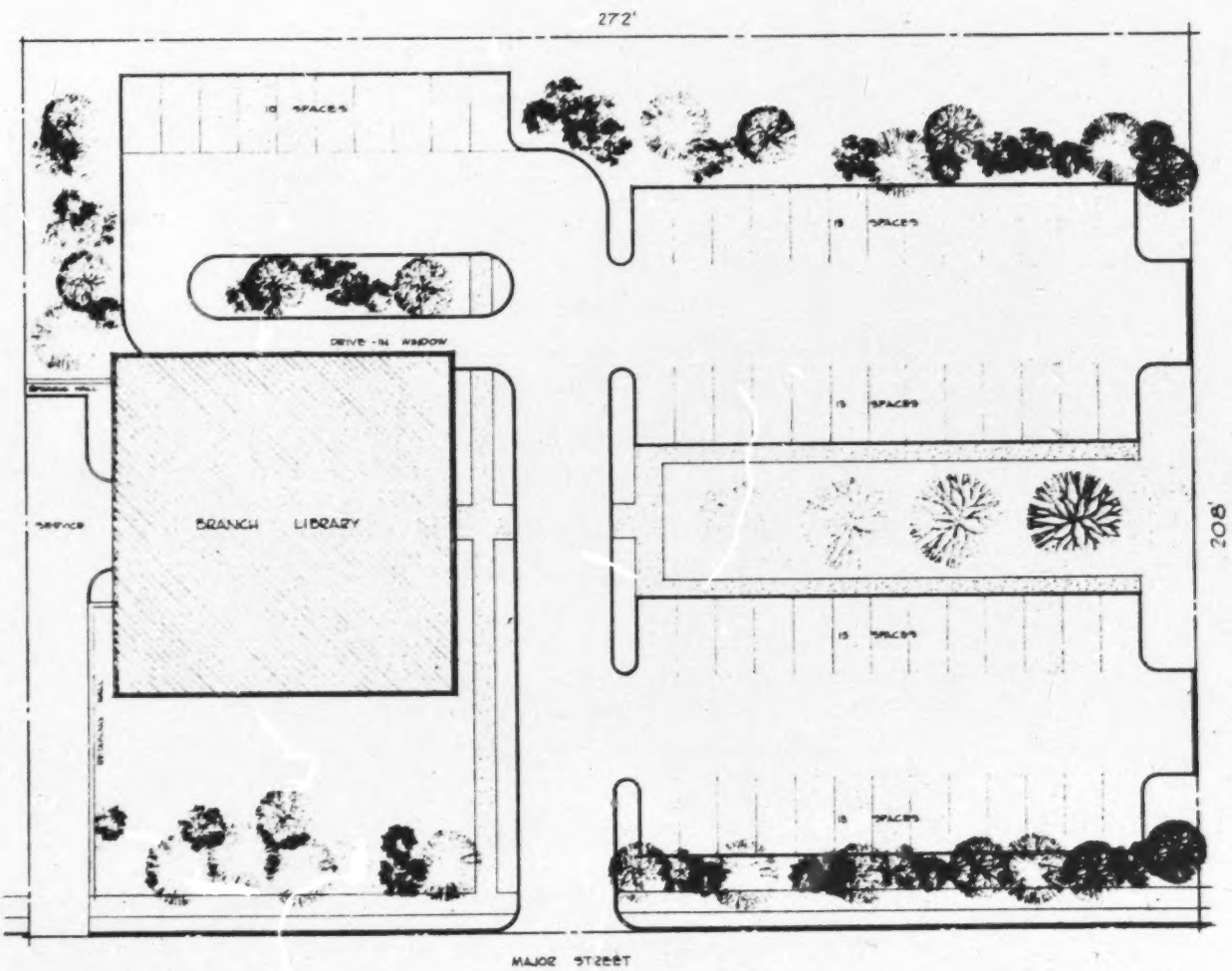
With the creation of the new coordinator's office, the Whitmore Library will provide professional guidance to staff members and coordinate most activities and programs for the entire system. This type of organization will be instrumental in giving quality library service to library patrons in all areas of the county.

BRANCHES

As stated in the "Minimum Standards," the community or branch library should be easy to reach and use, and should have sufficient resources to provide the most frequently requested materials. With this guideline in mind, the following units of service are recommended:

1. **Community Libraries**

   It is proposed that future branches be built on a smaller scale than the traditional branch in Salt Lake County in order to bring the library closer to the people. The proposed prototype on p. 7-8 can be built for approximately $200,000.00 plus land. It is still large enough to house the most frequently requested materials (both print and non print), and inexpensive enough to allow the construction of more units making the library easier to reach and use.



Prototype Branch Library — Site Plan

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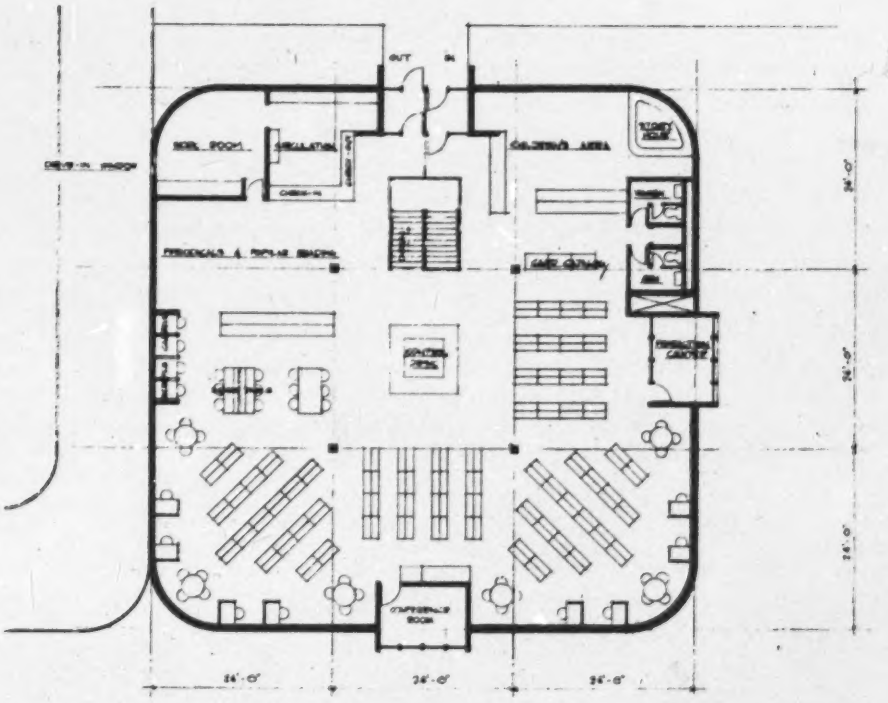
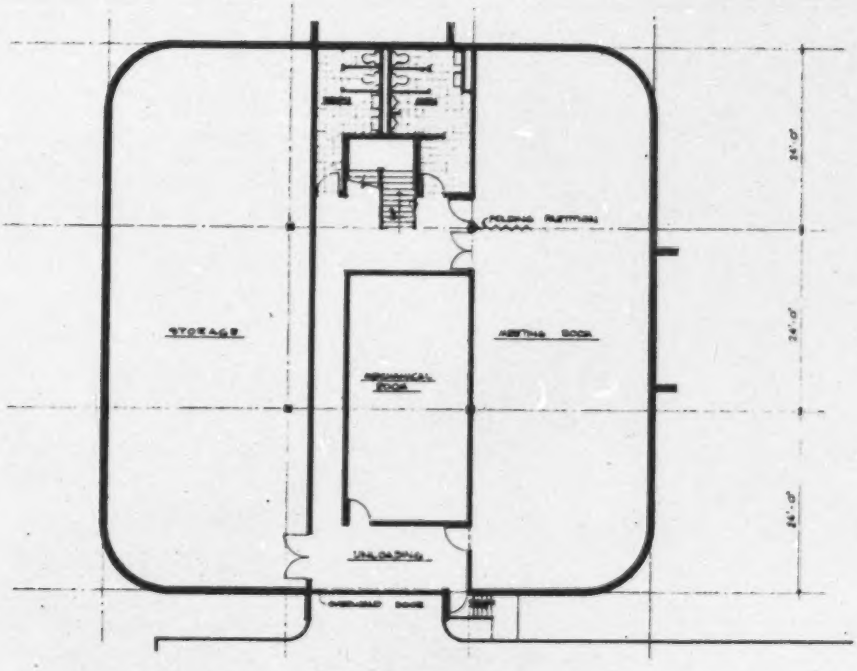


Prototype Branch Library – Upper Level



Prototype Branch Library – Lower Level

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RECOMMENDATION

Construct the Magna Branch (Arbor Park Shopping Center) in 1973, the new Peterson Branch in 1975, and the South Jordan Branch in 1977. (See map for locations)

2. **Remodeling of present branches**

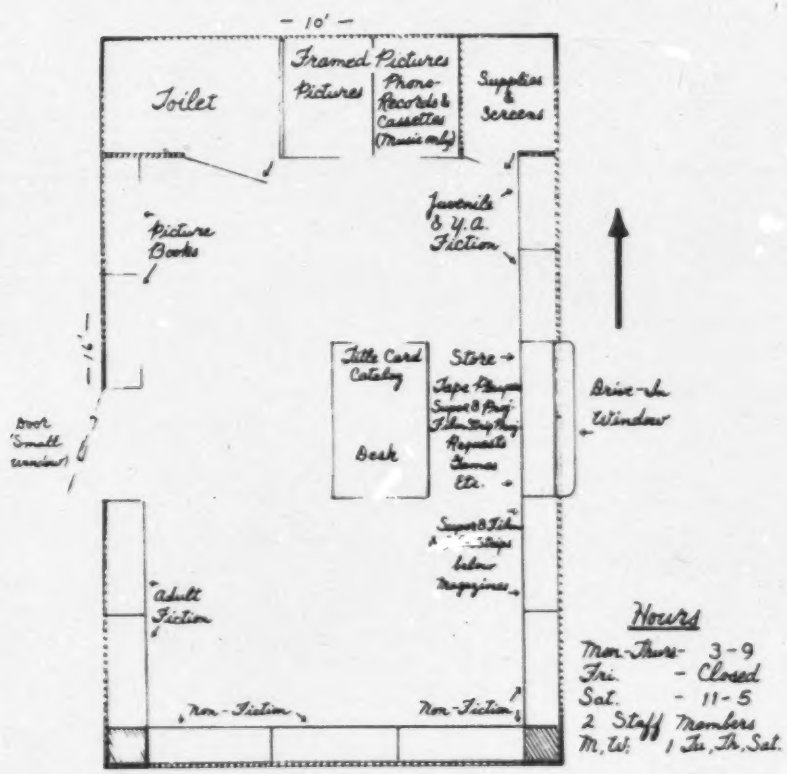
It is proposed that a maintenance program be established for branches and other service units. All buildings should be maintained (painted, cleaned, etc.) on a regular basis. Remodeling plans for branches should include the integration of print and non-print materials.

RECOMMENDATION

Remodel East Mill Creek Branch in 1973 and R. V. Tyler and C. S. Smith Branches (add auditoriums) in 1976.

3. **Drive-In Stations**

With the popularity of the automobile and the fast pace of living, different types of drive-ins have been used very successfully by many different kinds of businesses. An inexpensive way to provide maximum accessibility is to build small drive-in stations (on wheels) located in strategic places to which residents come often. Drive-in stations will give patrons an opportunity to call the main library and request a particular title or a book on a specific subject to be picked up at the drive-in of their choice. As a result, professional library work will be done at the main building, lending and returning at the drive-in stations. Small, popular collections for both adults and children should be housed for immediate service. Approximate construction cost on a trailer chassis will be $3,000.00.



Drive-In Station
Salt Lake County
Library System

Drive-in Station Plan

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RECOMMENDATION

Establish drive-in stations in South Jordan in 1975, in Taylorsville in 1976 and in Draper and Hunter in 1977.

4. **Permanent Bookmobile Branches**

With the purchasing of new mini-bookmobiles, it is proposed that the old, retiring bookmobiles be placed in shopping centers on a permanent basis. Parking these units in areas where people come most often will bring the library closer to the people and, consequently, will provide immediate and convenient service.

BOOKMOBILES

"The objective of bookmobile service is to bring library books and other educational materials, information services, and professional reading guidance to those residents of an area who do not live within reasonable distance of a fixed agency of a public library system . . . . The bookmobile staff should guide and stimulate use of materials by personal consultations, interpretive lists, instructions in use of the library, displays, book discussions, story hours, and other library activities."[3]

It is proposed to replace old, worn-out vehicles as soon as possible with new mini-bookmobiles. The locally manufactured units can be purchased for less than half of the cost of larger units, can be staffed with only one person (women can drive with automatic transmission), and be more inexpensive to maintain and operate. With this new development, bookmobiles should stop for shorter periods of time in more small community centers where it is possible to serve the maximum number of people. "These centers may be shopping areas, suburban grocery stores, parks, playgrounds, trailer courts, housing projects, village post offices, banks, industrial plants, homes for the aged, and the like."[4] The practice of stopping at schools should be mostly discontinued. With the help of federal funds, school libraries have built up their own collection to the point that this service is no longer as much needed.

RECOMMENDATIONS

1. **General service**

Purchase a total of four units. Two in 1973, one in 1975, and one in 1977.

2. **Specialized service.**

a. Prechool with emphasis on disadvantaged children. Purchase one unit in 1976. Stops could be made at neighborhood centers, nurseries, kindergartens, etc.

b. Senior citizens and handicapped. Purchase one unit in 1974. Stops could be made at nursing homes, senior citizen centers, hospitals, housing for the elderly, centers for the handicapped, etc.

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3 Subcommittee on Bookmobile Standards, P.L.A. **Standards of Quality for Bookmobile Service** (A.L.A. 1963), p. 5
4 Ibid, p. 8

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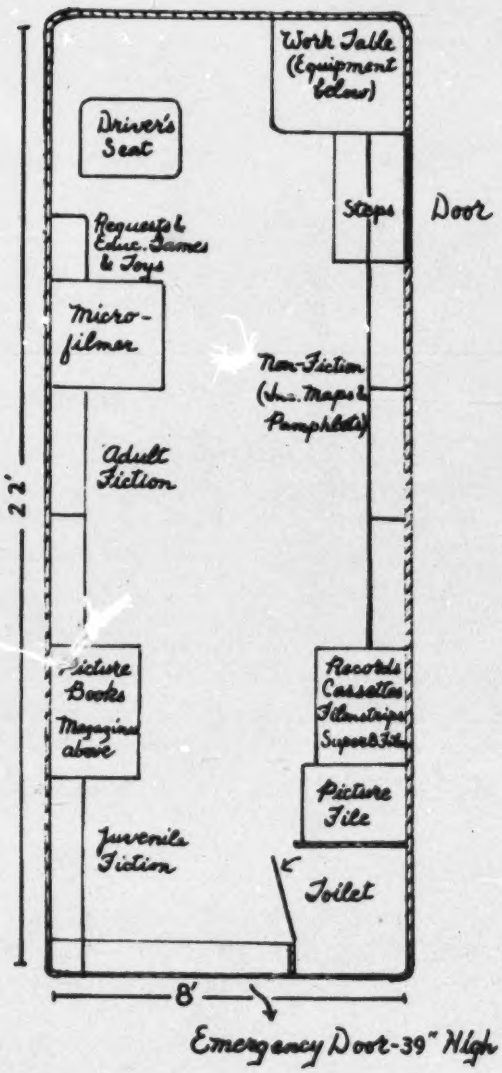
Mini-Bookmobiles



Mini-bookmobile Plan

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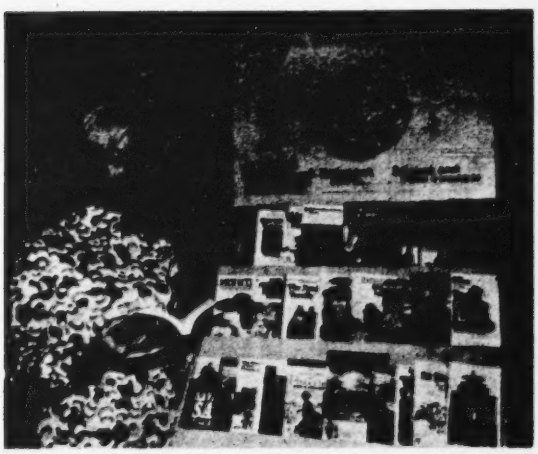
IV. REACHING OUT INTO THE COMMUNITY

Modern up-to-date public library service reaches beyond the present service circle. Building more smaller branches and deposit stations, plus establishing the new mini-bookmobile program will aid greatly in reaching this goal. But more can be done yet to bring the library closer to the people. Included in a program to serve the whole community should be the establishment of mini-libraries (a collection of about fifty paperbacks) and deposit collections (a limited and frequently changed collection of books cared for by individuals having some other form of business or responsibility) in a variety of business establishments, government agencies, etc. The special collections might consist of reference books (general or specialized), popular materials, books in special subject fields, or any other materials to meet the needs of the community. Some examples of where mini-libraries and deposit collections might be housed are as follows:



Mini-library

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1. Medical buildings (doctors' and dentists' offices)
2. Hospitals
3. Nursing homes
4. Public and private schools
5. Government agencies
6. Jails
7. Fire stations
8. Condominiums
9. Post offices
10. Business establishments
    a. Laundromats
    b. Grocery stores
    c. Drug stores
    d. Banks
    e. Barber shops
    f. Beauty parlors
    g. Shopping centers or malls

Other services in the near future should include delivery and mailing of materials to patrons' homes. Some library authorities feel that the idea of home delivery has never been given a decent trial in the United States. This new philosophy in library service should be tried by delivering requested materials to those who are unable to travel, such as the sick and the aged. With subsidized postal rates, the mailing of books also holds promise for the future. Patrons who do not conveniently live within the reach of a library outlet should be able to request a book and have it sent to them by mail. Annotated bibliographies on certain subjects could be sent to patrons on the same order as Sears sends catalogs to its customers. The establishment of this type of mail order service could prove to be a very effective method of reaching out into the community and providing direct access to library services.

A special effort should be made to serve the Spanish-surnamed and Spanish-speaking residents of Salt Lake County, who according to the 1970 census comprise over 6% of the population. A special collection to meet their particular needs should include both Spanish and English language materials on a simple, adult interest reading level, supplemented with a variety of non-print materials that would help promote a sense of self-worth in the Mexican-American culture.

V. INTERLIBRARY COOPERATION

The public library should work jointly with the school library, the college library and the special library in providing services and materials to meet the full needs of their patrons. A.L.A.'s most important single recommendation that "libraries working together, sharing their services and materials, can meet the full needs of their users" should be fully explored in Salt Lake County. This cooperative approach, started in July 1972, is already leaving its impact on a countless number of patrons. New patron library cards bearing the names of Salt Lake County, Salt Lake City, and Murray will be instrumental in convincing library users that their cards can be used for full service in all three systems. The daily delivery service to all libraries is growing rapidly and will need to be expanded to two trucks by 1974.

The Salt Lake County Library System should cooperate fully with the Utah State Library Commission's **Long Range Plan for Library Service in Utah.** This will not only upgrade library services in rural areas but will also help provide better services in urban areas by studying and evaluating present and projected needs of all Utah residents. In other words, **all** people in **all** communities should enjoy good library service. Libraries working together and sharing their resources will assure equal opportunities for both young people and adults.

VI. PERSONNEL

"The number of staff members should be sufficient to perform the duties involved in selecting, organizing, and interpreting materials, and to provide consistently efficient service at all hours when the headquarters unit and community outlets are open to the public. One staff member (full-time or equivalent) should be the **minimum** provision for each 2,000 people in the service area."[5]

If the Salt Lake County Library System were to meet minimum standards, it should have an equivalent full time staff of 134 pages, clerks and librarians. At the time of this writing a total of 97 (full-time equivalent) staff members are employed by the library.

Overall staffing in the county library is not adequate. More professional librarians and clerks are needed to give **quality** library service. It is recommended that each year the budget reflect an increase in salaries so that the minimum standards become a reasonable goal by 1977.

"Generally, the professional and subprofessional staff in a library system is approximately one-third of the total personnel; supporting staff, including clerical staff, clerical supervisors, and other non-librarian staff (excluding maintenance staff) is approximately two thirds."[6]

Presently, branches are top heavy with librarians and not enough clerks. It seems very expensive to hire librarians to perform clerical tasks. It is, therefore, recommended that librarians serving in branches be replaced by lower paid clerks whenever feasible. This method will provide a way to raise the number of staff members and lighten the workload without having to raise the budget.

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5 **Minimum Standards for Public Library Systems,** op. cit., p. 54
6 Ibid, p. 50

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VII. COLLECTION

The collection is made up of approximately 450,000 volumes. No attempt, however, has been made to purchase enough adult non-fiction titles. A.L.A. recommends that "headquarters should add approximately 50 per cent of the new adult nonfiction trade titles published in English in the United States each year in sufficient duplication to meet needs."[7] For example, in 1971, 31,000 new adult nonfiction titles were published. Salt Lake County Library System added 1,265 of these titles to its collection. This leaves much to be desired if considering the needs of all people. Closer cooperation between branches, the creation of the new Whitmore Library, and a higher book budget will overcome this problem. Designated key branches can emphasize certain subject areas which will help eliminate much duplication for ten branches and facilitate the purchasing of an increased number of titles. Opening of the Whitmore Library will allow the acquisition of single titles. The budget for print and non-print materials should represent at least 20% of the total library budget and allow the system to own resources of at least 2 to 4 volumes per capita. On the basis of 3 volumes per capita, this would mean a total collection of 806,000 volumes. In addition, a comprehensive collection of periodicals, pamphlets, documents and non-print materials should be acquired in accordance with the needs in the service area.

It is recommended that collection building in the next five years receive top priority by both board and staff members.

VIII. FINANCES

To meet the full needs of library patrons, and to reach minimum standards set forth by the American Library Association, and to also implement the 5-Year Plan, will take more money than previously budgeted. Operating for so many years on a 1.75 mill levy may be commendable but at the same time has stymied the growth and development of the library into a modern information and resource center.

It has been the experience of this writer that county officials and the public are willing to pay for quality library service if properly informed. Constant emphasis on services rendered the public and how the library is spending the taxpayer's dollar creates a good library image. Over the next five years board and staff members should be actively engaged in keeping the library before the public, and thereby develop a good and effective public relations and publicity program.

RECOMMENDATION

Propose to county officials and the public to increase the library mill levy by .06 per year for the next five years.

1973 2.26 levy
1974 2.32 "
1975 2.38 "
1976 2.44 "
1977 2.5 "

7 Ibid, p. 42

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PROPOSED ANNUAL DEVELOPMENT OF 5-YEAR PLAN

1973

1. Start construction of Whitmore Library
2. Remodel East Mill Creek Branch
3. Establish Magna Branch in Arbor Park Shopping Center
4. Purchase two mini bookmobiles (general service)
5. Establish mini libraries
6. Build collection for Magna and Whitmore
7. Experiment with new "mailability of books" philosophy
8. Establish stronger ties with other libraries in the county
9. Request 2.26 mill levy from County Commission
10. Install new microfilm circulation system

1974

1. Open new Whitmore Library
2. Purchase one mini bookmobile (senior citizens, handicapped)
3. Request 2.32 mill levy from County Commission
4. Build strong reference collection for Whitmore
5. Experiment with new home delivery philosophy
6. Develop professional staff for Whitmore

1975

1. Construct new Peterson Branch
2. Establish drive-in station in South Jordan
3. Purchase one mini bookmobile (general service)
4. Request 2.38 mill levy from County Commission
5. Evaluate home delivery and mailing of books

1976

1. Remodel Calvin Smith and Ruth Tyler Branches
2. Establish drive-in station in Taylorsville
3. Purchase one mini bookmobile (pre-school and disadvantaged)
4. Request 2.44 mill levy from County Commission
5. Continue a strong interlibrary cooperation program

1977

1. Construct South Jordan Branch
2. Establish drive-in stations in Draper and Hunter
3. Purchase one mini bookmobile (general service)
4. Request 2.5 mill levy from County Commission
5. Evaluate accomplishments of 5-Year Plan

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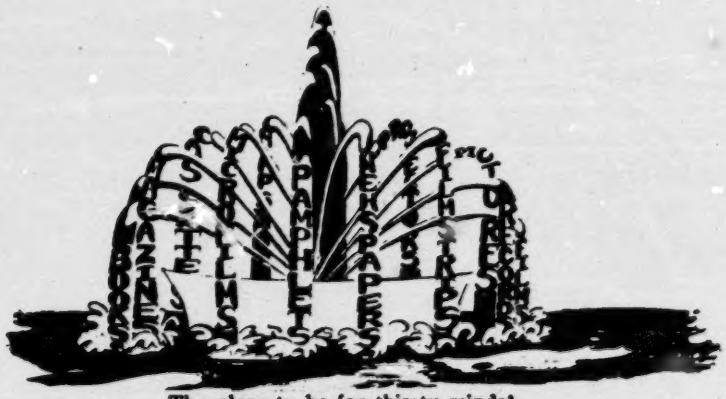
X. CONCLUSION

As stated in the introduction, this plan recommends standards of service for the next five years. The success or failure of these recommendations depends on the acceptance of new ideas and services by county officials, board and staff members, and the general public.

It is hoped that the "new image" of the Salt Lake County Library System will stimulate heavy usage of the variety of services offered, and that the library will indeed become a "fountain of knowledge" where young and old alike return often to quench their thirst for information and knowledge. Only then will the people of Salt Lake County continue to broaden their horizons by constant and intelligent use of the public library.

Fountain of Knowledge



The place to be for thirsty minds!

Your Salt Lake County Library System

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